



THOMPSON RIVERS UNIVERSITY

Date: February 4, 2020

To: Budget Committee of Senate (BCOS)

From: Mr. Glenn Read, Executive Director, Athletics, Recreation & Ancillary Services

Re: TRUSU Annual Budget Consultation Report (2020/21) - Food Services

Attachment: TRU Responses to TRUSU Food Services Recommendations (2020/21)

The purpose of this memo is to provide BCOS and TRUSU with feedback regarding the issues of food services raised in TRUSU's Budget Consultation Report (2020/21). Within the report, TRUSU made the following six recommendations:

- Increase food variety, options, and accommodations;
- Improve food price, value, and quality;
- Extend food services hours of operation;
- Enhance food service spaces and amenities
- Broaden the diversity of food service providers;
- Increase the impact of food service on campus life

In 2019, TRU completed a year-long review process to address issues raised by TRUSU in regard to food services. Data collected through extensive community consultation, including a campus-wide dining survey that generated 2,815 responses, provided TRU with significant insight that continues to inform decisions for improved food services on campus.

The attached document outlines TRU's response to each of the current recommendations from TRUSU.

**TRU Responses to TRUSU Budget Consultation (2020/21)
Recommendations – Food Services**

| | |
|---|---|
| Recommendation: Increase food variety, options, and accommodations. | |
| <p>TRU is currently offering more vegetarian, vegan, gluten-free, dairy-free and halal meal options across campus. Menus are adjusted annually to align with changing demands and food trends.</p> <p>TRU's Commitment: Continue to explore and implement a variety of food options to ensure dietary requirements, allergies, ethical and cultural needs are accommodated on campus. Explore ways in which Food Services can better communicate regarding food options at each location across campus.</p> | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • A daily vegan hot entree is offered at The U&M Deli as well as the Urban Market to enhance the variety of vegan options offered on campus. The number of vegan, vegetarian and gluten-free options on the menu in The Den also continue to increase. • Hot breakfast menu selections are now being served at The U&M Deli as well as The Den. These additional offerings correlate with extended hours of operations, which were implemented as a result of the consultation survey from last year. • Menu rotations have been added to the Urban Market to expand the variety of ethnic offerings on campus (Chopsticks, Republic of Spice and Zoca). • Build-your-own options have been expanded at The U&M Deli, the Urban Market and The Workbench for customers to tailor their meals to best meet their needs. Each build-your-own station allows for more variety and additional dietary-friendly options. • Two new food trucks joined the campus this past summer; The Hot Mess and Mr. & Mrs. Hotdog. • Due to increased demand, dietary options have been expanded this year to include 17 Halal options, 48 gluten-free options, 38 vegan options and 58 vegetarian options on campus. • Sales data is analyzed every year which results in adjustments to hours of operation to meet the needs of the campus. See success indicators under the recommendation to extend food service hours of operation. |

| | |
|---|---|
| Recommendation: Improve food price, value, and quality. | |
| TRU evaluates pricing, value and quality of items on a continuous basis. | |
| TRU's Commitment: Continue to monitor pricing based on costs of goods and market comparisons. Continue to offer quality meal options at locations. | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • Pricing adjustments are a direct result of increases in both labour and goods. Cost comparisons and market evaluations are done regularly to ensure that our pricing model is inline. • Average meal prices on campus range from \$3.99 to \$9.50 • Daily features can be found on the tru.ca/food website • Every Tuesday during the semester, a menu tasting is done to share with the campus offerings and gather feedback on items. • 90% of items on menus are made fresh, in-house, up 10% from last year. • Removed the Express Program to expand more build-your-own stations to improve value, quality and variety. • Enhance the Dining Card Program to include monthly exclusive deals for card holders. |

| | |
|--|---|
| Recommendation: Extend food service hours of operation. | |
| <p>TRU is currently operating six locations with extended hours of operation for Fall 2019/Winter 2020.</p> <p>TRU's Commitment: Continue to monitor demand, feedback, sales and number of transactions for each location and adjust hours of operation as needed.</p> | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • The U&M Deli (Old Main) opens at 8 am instead of 10 am Monday to Friday. Two hours have been added to regular operations in the morning. The U&M Deli closes at 5 pm Monday to Thursday instead of 5:30 pm and Friday at 3 pm instead of 3:30 pm as a result of minimal traffic. The hours were reduced with minimal loss of service as Bento Sushi (Old Main) hours have been expanded in the afternoon. • Bento Sushi (Old Main), previously known as The Upper Level Café, closes at 5:30 pm Monday to Thursday instead of 3:30 pm and Friday at 4:30 pm instead of 2:30 pm. Two hours added to regular operations in the afternoon. • Tim Hortons (House of Learning) hours for Monday and Thursday have been adjusted to close at 8 pm instead of 7 pm. One hour added to regular operations Monday and Thursday in the evening. • The Workbench (Trades & Technology) hours have been adjusted to close at 2:30 pm instead of 2 pm Monday to Thursday. Half an hour added to regular operations Monday to Thursday in the afternoon. Friday afternoon hours have been adjusted from closing at 1:30 pm to closing at 12:30 pm as a result of traffic and customer feedback, which indicated classes are done earlier on Friday so extended hours from Monday to Thursday would better suit their needs. • The Urban Market (Campus Activity Centre) hours have been adjusted to close at 4:30 pm Monday to Thursday instead of 4 pm. Half and hour added to regular operations Monday to Thursday in the afternoon. • The renovations in The Den (Campus Activity Centre) have been completed and it has been reopened with extended hours of Monday to Friday 9 am – 10 pm instead of 11:30 am – 10 pm. Two and a half hours added Monday to Friday in the morning. |

| | |
|--|--|
| Recommendation: Enhance food services spaces and amenities. | |
| <p>TRU completed substantive improvements to The Den with a complete re-design/renovation to create a better social space for students. TRU is also exploring a food service option for the Nursing and Population Health building opening in 2020.</p> <p>TRU's Commitment: Continue to evaluate food service locations in regard to how to best serve the campus.</p> | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • Starbucks in Old Main updated the seating package. All seating provided in Student Street is a result of this update. The updated and additional furniture helps to make Student Street (also known as the campus hub) more attractive and a better study/social environment for students to enjoy while they are on campus. • The food service location in the Trades and Technology building (previously called the Trades Café, now called The Workbench) was completely re-designed/renovated. This renovation was completed last winter. The renovation brought a new seating package and extended menu options, with more flexibility in regard to customizing meals. The feedback from the students has been positive and we continue to work with them to make sure the location meets their needs in terms of products, variety, and hours of operation. • The Den has been renovated to improve the customer experience. This project was done to enhance the social space on campus and create a place where students can hang out and enjoy great food. Adding a variety of spaces, that include large social tables for groups, quiet corners for more private space to socialize or study, electrical outlets to support the growing personal technology demands, have made the space ideal for the broader community. |

| | |
|--|---|
| Recommendation: Broaden the diversity of food service providers. | |
| <p>TRU is currently working with mobile food vendors and exploring other options to support food diversity on campus.</p> <p>TRU's Commitment: Continue to increase local food options offered on campus. Look to expand food truck offerings. Ensure improved communication regarding the local products offered and additional offerings to food services.</p> | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • The Upper Level Café has become a full Bento Sushi. Bento Sushi has been subcontracted to operate the location. This has allowed Bento to offer a fuller menu providing more variety and diversity to the campus. • Increased our BC local sourcing by 21% over the last year, and are proud to offer local products from TRU Honey, Twisted Goat, English Bay, Mark-Crest Foods, Hallmark Poultry, Sun-Rype, Windset Farms, Original Cakerie, Earth's Own, Gambell Farms, Vanderpol's Eggs and several Okanagan farms. • Dedicated webpage for food trucks has been added to tru.ca/food, allowing for food trucks to apply to become an approved vendor and for the campus community to request food trucks for events. • Every food truck application that has been submitted to date has been approved. • Food truck vendors have increased by one this year with a weekly rotating schedule providing additional menu offerings and increase variety. |

| | |
|--|---|
| Recommendation: Increase the impact of food service on campus life. | |
| <p>TRU is aware of how important food services is on campus and is continuously working to provide better services, locations, quality and sustainable food options to provide better health options.</p> <p>TRU's Commitment: Continue to explore ways in which food services can positively influence campus life through food offerings, sustainability initiatives and programs.</p> | |
| Implementation Timeline: | Ongoing |
| Success Indicators | <ul style="list-style-type: none"> • Introduced this year is the eco-container reusable program. Available at the Urban Market, The U&M Deli, The Workbench and the International Café to cut down on waste by reducing the amount of takeout containers. Purchase a meal in a reusable container, return the empty container to any participating location to have your eco-card stamped, then collect ten stamps to get a free meal (\$10 value before taxes). • Increase local BC sourcing by 21% over last year. • Dietary options have been expanded this year to include 17 Halal options, 48 gluten-free options, 38 vegan options and 58 vegetarian options. • The Den renovation was done to enhance social space on campus. • 90% of items on menus are made fresh, in-house, up 10% from last year. • Food Services employs over 100 full-time and part time employees, many of which are TRU students and TRU Alumni • Over the last three years, 70% of food services employees have been TRU students. • Support the TRU Culinary Arts program with cost savings through procurement channels. • Invested in infrastructure improvements. • Plastic straws were removed from all food services locations • Creation of a Food Services Advisory committee to ensure diversity of perspectives are represented and to enrich the on-campus food experience. • In November we did our first Napkin Talk, encouraging the campus to share what they would like to see regarding food services. As a result of that feedback, we implemented many changes, most notably including more breakfast options. • Food services hired a consultant to review food services on campus. Part of this review included an extensive survey with almost 3000 respondents, The feedback supported many of the things being done and help provide a guide for our future. • Seeking opportunities to improve the food outlet in the International building and the Nursing building. |